# Omnik/ZEN Warranty Statement

## Standard warranty:

| Item NO. | Product Type | Standard Warranty |
|---|---|---|
| 1 | Omniksol-1K/1.5K/2K/3K/4K/5K-TL2 | 120 Months |
| 2 | Omniksol-2.5K/3K-TL2-S | 120 Months |
| 3 | Omniksol-13K/17K/20-TL | 120 Months |
| Standard Effective Date: Defined as the date of delivery by Omnik/ZEN. | | |

## Extended Warranty:

The customer may apply for a warranty extension by providing the serial number of the unit. Omnik may reject the application received which does not meet the date requirement ( the warranty can be extended within 15 months of installation by ZEN). Extended warranty can be purchased for 10, 15, 20 or 25 years by contacting service@omnik-solar.com.

Once the purchase of the warranty extension has been processed, Omnik will send the warranty extension certificate to the customer confirming the extended warranty period.

## Warranty claim

Claims under the warranty can only be accepted if the customer can provide proof that the malfunctioning or non-conformity of the inverter occurred exclusively from defects under normal application, installation, use and service conditions specified in Omnik standard product documentation. Any damage caused by abrasion or improper installation are exempt from this warranty.

## Claim Conditions and Procedure:

Please report defective device with a brief error description and Serial Number (SN) code to the ZEN Technical Support hotline for registration on 1300 936 466.

To make a claim under the warranty terms of Omnik/ZEN, you will need to supply us with the following information and documentation regarding the faulty inverter:

- Product SN code.


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- Copy of the invoice and warranty extension certificate (if applicable) for the inverter.
- Copy of the installation receipt with installation date.
- Error message on LCD screen and additional information regarding the fault/error.
- Detailed information about the entire system (number and size of modules)
- Documentation of previous claims/exchanges.

If a device fails while it is under Omnik Factory Warranty, it will be repaired by ZEN, or repaired on-site, or exchanged with a replacement device of equivalent value according to the model.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this event, you will not receive a new certificate, as this replacement will be noted by Omnik. If the unit needs to be replaced following assessment, ZEN will send a replacement unit as soon as practicable. The defective inverter will be packed up by your ZEN technician and returned to Omnik for assessment.

The warranty will cover the cost of repair or replacement of the inverter, labour and travel costs. ZEN will charge the customer all associated costs if the inverter was not faulty.

Monitoring devices (WiFi card, WiFi Kit, GPRS card, GPRS kit) are not included in the warranty, but Omnik/ZEN could you provide remote service and replacement.

## Exclusion of warranty claims:

To provide a better service to the customer of Omnik/ZEN, ZEN are requested to respond to Customers' warranty claim. Omnik will replace any products or parts of the product during the Warranty Period, if proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (ZEN are responsible and authorised by Omnik for the following investigation):

- ✧ Product modified, design changed or parts replaced and not approved by Omnik;
- ✧ Changes, or attempted repairs and erasing of series number or seals by non Omnik or ZEN technician;
- ✧ Solar Design did not follow installation regulations
- ✧ Failure to comply with the local safety regulations;
- ✧ The Product has been improperly stored and damaged while being stored by the Dealer or the customer;


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- ✧ Transport damage (including painting scratch caused by movement inside packaging during shipping). A claim should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified;
- ✧ Failure to follow any/all of the user manual, the installation guide and the maintenance regulations;
- ✧ Improper use or misuse of the device;
- ✧ Insufficient ventilation of the device;
- ✧ The maintenance procedures relating to the product have not been followed to an acceptable standard;
- ✧ Force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).

## Service after warranty expiration

For products which are out of warranty, Omnik/ZEN charges an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

1. On-site attendance fee: Cost of travel and time for the technician in attending on-site.
2. Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
3. Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
4. Logistic fee: Cost of delivery and other derived expense when defective products are sent from the user to Omnik/ZEN or/and repaired products are sent from Omnik/ZEN to the user.

## Note:

In the event of any inconsistency among different language versions of this Warranty Statement, the English version shall prevail.


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